



NOTICE INVITING PROPOSALS FOR WEBSITE RE-DESIGN AND IMPLEMENTATION OF A WEB CONTENT MANAGEMENT SYSTEM

1 OVERVIEW

Douglas County, Nevada (from here on referred to as the County is requesting responses from qualified vendors to provide website design, development and hosting services to the County. The terms and conditions contained in this request for proposal (“RFP”), including Appendix A hereto, in addition to the awarded vendor’s response proposal, will serve as the basis of the subsequent contract for this engagement. The project will be a complete redesign of Douglas County’s website and includes subsites for the Community Services Department and Public Library.

The towns of Genoa, Gardnerville and Minden maintain their own websites. However, they may also be included in a second separate phase of the project. It is anticipated that further negotiations will be necessary to identify the complete scope of the project should the towns decide to be incorporated in the County’s website redesign.

Douglas County seeks to redesign its website to enhance the user experience, simplify content and search tools, and provide better information and customer service online. The objectives of a redesigned website are to offer a growing list of online services and to enable communication on mobile devices so citizens, visitors, and businesses have speedy, efficient access to the County’s numerous resources.

The website shall include the ability of online content to be easily maintained by designated staff from various County departments with the independent ability to post, modify, and remove content efficiently and quickly.

Douglas County seeks the assistance of an experienced company that can accomplish the scope identified in this RFP. The experienced company should have a team of experts with experience in local government website design.

2 BACKGROUND

On Nevada's western border, framed by the Carson Range of the Sierra Nevada and Pinenut Mountains, Douglas County unfolds. Broad and green, nourished by the Carson River and its tributaries, Douglas County appeared as an oasis for early western settlers drawn by the California Gold Rush of the 1840's. Centrally located just 15 minutes south of Nevada's state capital and bordering the truly one-of-a-kind Lake Tahoe with all its summer and winter activities, Douglas County is recognized as the gem of Northern Nevada - a hidden jewel. Here you can still find miles of open space, expansive ranches and farms, many historical sites and displays, along with a wealth of outdoor recreation activities. Douglas County is a diverse community which includes the three unincorporated towns of Minden, Gardnerville, and Genoa; each governed by their own separate elected advisory boards. Minden, the County seat, has a population of almost 3,000 people. With over 8,000 in population, the Minden/Gardnerville town core is reminiscent of Rockwell's Americana.

Douglas County has a strong commitment to quality of life and environmental issues, and its location within the state and being home to a portion of Lake Tahoe, provides high visibility for business and tourism. The area provides an excellent environment for cultural, recreational, and outdoor activities, including, skiing, snowshoeing, hunting, horseback riding, cycling, mountain biking, hiking, off highway vehicle recreation, camping, and other similar outdoor activities, as well as breathtaking scenic wonders such as Lake Tahoe. Douglas County covers an approximate area of 751 square miles and has elevations ranging from a low of 4,625 feet on the valley floor to a high of 9,500 feet at East Peak. The proximity of the County to the Sierra Nevada Mountains creates one of the most comfortable daily temperature ranges in the continental United States. Generally, the climate is arid, with warm summers, moderate winters, and cool evening temperatures year-round.

3 DOUGLAS COUNTY'S CURRENT WEBSITE

<http://www.douglascountynv.gov>

BELOW IS A SNAPSHOT OF THE COUNTY'S CURRENT KEY WEB STATISTICS:

Data based on 2016-2017

Total Page views 1,241,286

Total Unique Page Views 909,685

Total visits for last year 515, 070

Total site searches 37,786

Top visited pages

Job Opportunities

Assessor

Recorder

Library

Staff Directory

AUDIENCES SERVED BY DOUGLAS COUNTY'S WEBSITE INCLUDE:

Community councils

Community commissions

Internal and external municipal committees

Community residents

Local and regional businesses

Potential visitors and tourists

Local business clientele

Community or area employees

Area Chambers of Commerce

Area Conference and Visitors Bureaus

Vendors doing business or seeking business with the community

Area School Districts

Residents or visitors seeking employment

Local or regional press / media

Community activists and organizations

Students

4 PROJECT PURPOSE

The Douglas County website is in need of an updated look, better integration, consistency, uniform branding, and navigation with Elected Offices and other department websites, as well as better access to information and online transactions and automated forms. One of our key objectives is to provide more of our county services online through a variety of methods. This will be accomplished through the development of a new county website that integrates the various independent websites managed by Elected Officials and departments. The new design will ensure clear and consistent navigation, integration with all County departments and services, and ease of use for all of our customers.

5 MINIMUM REQUIREMENTS

Failure to meet any of the following minimum requirements may constitute a technically unacceptable offer and disqualify the Vendor. Each Vendor must, at a minimum:

- 5.1 Review and familiarize itself with the requirements set forth in this RFP. The Vendor selected for the contract will be responsible for complying with all conditions of this RFP.
- 5.2 Submit, by the Open Date, a proposal that satisfies the requirements set forth in Article 7 of this RFP. It is the Vendor's responsibility to ensure that Vendor's Proposal addresses each of the requirements set forth in this RFP.
- 5.3 Agree to enter into a contract with Douglas County. the terms and conditions of said contract will include, but are not limited to, the following Minimum Contract Requirements:
 - 5.3.1 Industrial Insurance: Contractor shall be responsible for obtaining insurance in compliance with Chapters 616A to 616D, inclusive, of NRS. Contractor agrees to maintain required workers compensation coverage throughout the entire term of the contract. Contractor shall provide to Douglas County a certificate or an affidavit that satisfies the requirements of NRS 616B.627.
 - 5.3.2 Independent Contractor Status: Contractor shall have the status of an independent contractor and that this contract, by explicit agreement of the parties, incorporates and applies the provisions of NRS 333.700(3)(b), as necessarily adapted, to the parties.
 - 5.3.3 Compliance with Applicable Laws: Contractor shall fully and completely comply with all applicable local, state and federal laws, regulations, orders, or requirements of any sort in carrying out the obligations of the contract, including, but not limited to, all federal, state, and local accounting procedures and requirements and all immigration and naturalization laws.
 - 5.3.4 Public Records: Contractor expressly agrees that all documents ever submitted, filed, or deposited with the County by Contractor, unless designated as confidential by a specific statute of the State of Nevada, shall be treated as public records pursuant to NRS Chapter 239 and shall be available for inspection and copying by any person, as defined in NRS 0.039, or any governmental entity
 - 5.3.5 Contract Disputes: If the parties are unable to resolve a contract dispute, then the Parties agree to mediate any dispute arising from or relating to the Contract before an independent mediator. If mediation is unsuccessful, litigation may only proceed before a Court of competent jurisdiction in Douglas County, Nevada.
- 5.4 In determining cost for services, Vendor should satisfy itself that its proposal accounts for any costs associated with the standard contract terms including, but not limited to, the requirement for Vendor to provide insurance coverage.

- 5.5 Participate in the Vendor selection process as described in Article 8 of this RFP.
- 5.6 Submit a proposal that is valid for not less than one-hundred and twenty (120) days after the Open Date.
- 5.7 Submit with their proposal, the completed Bid Submission Form, attached as Appendix “A” to this RFP.

6 SCOPE OF SERVICES

The selected Vendor will be expected to perform these services under any resulting contract and/or provide comment in the response to the RFP.

GENERAL

- 6.1.1 Vendor will provide industry expertise, information, and recommendations throughout the process.
- 6.1.2 Vendor will provide project management services to ensure the successful completion and publication of the new website.
- 6.1.3 Vendor will design the “look and feel” of the new website.
- 6.1.4 Vendor will define the overall layout of the new website. The layout is expected to be intuitive and easy to navigate.
- 6.1.5 Vendor will be responsible for all creative and graphic design elements.
- 6.1.6 Vendor will populate all static and module-based content throughout the site with data provided by Douglas County.
- 6.1.7 Vendor will develop the website into a finished product.
- 6.1.8 Vendor will host the website and maintain the website’s infrastructure, including regular updates and security patches.

WEBSITE DESIGN

- 6.2.1 The County’s website will be redesigned using content supplied by the County including downloadable files and copy (i.e., images, text, links, etc.).
- 6.2.2 The website must conform to the Americans with Disabilities Act, including regulation updates.
- 6.2.3 The web designer will work closely with the County’s Public Information Officer to incorporate the County’s messaging and logo into the design of the website.
- 6.2.4 Website design will be visually appealing, incorporating the Douglas County colors and logo where appropriate.
- 6.2.5 The proposal will outline a strategy for acquiring and incorporating project input from internal and external users of the site.
- 6.2.6 The new website will include effective search engine function and visibility.

- 6.2.7 The new website will have a permanent 301 Redirect to ensure users are directed to a new page when there is a change to a URL.
- 6.2.8 The new website will ensure pages are “crawlable” and indexable for high visibility on search engines and include the ability to find departmental hours of operation, contact and location information.
- 6.2.9 The new website will be able to optimize images to ensure quick load times.
- 6.2.10 Navigation will be clean, simple, intuitive and efficient.
- 6.2.11 The new website will be interactive, with the ability to house dynamic content, RSS feeds, streaming video and audio.
- 6.2.12 The new website must have social-media integration. The website will have the ability to house a live feed for the County’s social-media accounts, which currently include Facebook, Twitter and You Tube. It should be expandable to include other social-media accounts, as needed.
- 6.2.13 The new website will be integrated with the County’s third-party platforms and applications (see section 6.9)
- 6.2.14 The new website will contain a language translator on each page with at least the Spanish language being translated.
- 6.2.15 The new website will have the capability for users to submit feedback to the County.
- 6.2.16 The new website will have a section on the homepage for photos that will keep the design fresh, relevant and appealing.
- 6.2.17 The new website will have a calendar system that incorporates a filtering capability to display County, business and community events.
- 6.2.18 The new website will include a features section on the homepage highlighting the County’s accomplishments, news and updates.
- 6.2.19 The new website will have a search feature on every page that yields results with relevant links from within the functional area.
- 6.2.20 The site will be browser agnostic with improved access and interaction on multiple platforms including desktop, tablet, and phone screen sizes. The new website will have a responsive design.
- 6.2.21 The new website will have Google Analytics integration.
- 6.2.22 The new website will have workflow capabilities with assigned permissions.
- 6.2.23 The new website should have a “Doing Business Section,” and improved search capabilities for businesses.
- 6.2.24 Website design must remain consistent throughout all pages to maximize usability, except where differentiating between departments and / or sections of the website as requested by Douglas County.

FEATURES

- 6.3.1 New subsite creation for the Douglas County Library.

- 6.3.2 New subsite creation for Douglas County Community Services to include:
 - 6.3.2.1 Remapping of site and content including park and facility showcasing.
 - 6.3.2.2 Automated forms and workflows; i.e. event sign ups, facility rentals, online calendars, etc.
 - 6.3.2.3 Integration with MaxGalaxy and other vendor tools
- 6.3.3 The new website will have the ability to easily find reports and provide transparency to residents.
- 6.3.4 The website will have the capability to maintain an archive of existing and past records, such as agendas, minutes, press releases and newsletters, with version control.
- 6.3.5 The new website will have a robust emergency alert system which includes texting capabilities.
- 6.3.6 The new website will have the ability to create, upload, and manage agendas for Advisory Boards' meetings other than those managed by Accela.
- 6.3.7 The new website will have the ability for each Department home page to support prominent announcements.
- 6.3.8 The new website will have the ability to have announcements rolled up on the main County home page with links to the appropriate Department home page.
- 6.3.9 The new website will have Anti-Spam Technology – All submission forms accessible to the public will be controlled to prevent spamming (CAPTCHA)
- 6.3.10 All submission form fields accessible to the public will be controlled to prevent Denial of Service attacks.
- 6.3.11 The site will include an Archive Center for storing historical agendas, minutes, notices, postings, press releases, etc.
- 6.3.12 The site will have the ability published information and assign expiration dates.
- 6.3.13 The site will include searchable calendars with multiple view styles. May be combined to create master calendars.
- 6.3.14 Each Department/Agency will have its own webpage and sub-pages.
- 6.3.15 The site will have a Directory Listings – Search contact information without browsing each Department's pages.
- 6.3.16 The site will have a Document Center - Upload/download capability, with keyword tags and searching within PDFs.
- 6.3.17 The new website will have the ability to have simplified URL names for campaigns, emergencies and temporary county events.
- 6.3.18 The site will have a Frequently Asked Questions section with dynamic content
- 6.3.19 The site will have online automated forms and workflow.

- 6.3.20 The site will have a Printable Pages with print-friendly functions
- 6.3.21 The site will have a RFP/RFQ/Bid Posting section for procurement related postings
- 6.3.22 The site will have the ability to have Quick Links which are easy to type and can be published in print media.
- 6.3.23 The site will have a Sitemap which is dynamically generated.
- 6.3.24 The CMS should automatically create and update a sitemap and breadcrumbs when content is added, edited or removed from the site.
- 6.3.25 The site will have easy to follow breadcrumb mapping.
- 6.3.26 The site will have a spell checker where new content is checked for spelling errors prior to posting.
- 6.3.27 The site will provide a sign-up allowing users to add their email addresses to receive important notices. Users should be able to set their preferences and should have their sign-up validated via a confirmation email.
- 6.3.28 The site will have iFrame functionality to seamlessly embed other documents within any HTML page. Examples of embedded content include videos, third party applications, slideshare documents, etc.
- 6.3.29 The site will have a service directory organizing the functions by services instead of departments.
- 6.3.30 The site will include approval workflows for controlled publishing of content.

SITE ADMINISTRATION

- 6.4.1 The site will allow for Browser Based Administration to update, delete and create template-based web pages conforming to the general look and feel of the site.
- 6.4.2 The site will have administration of on-site banners and graphics, with the ability to add new banners and on-site graphical elements and assign those elements to specified areas of the site.
- 6.4.3 The site will have access to site search statistics, including the ability to filter searched terms by date and time; search terms should have the ability to be exported.
- 6.4.4 The site will have the ability to manage administrative access to the site through user permissions that defines in-system rights and workflows for both general content and modular applications that are included as a part of the Content Management System (“CMS”).
- 6.4.5 The site will allow permissions for both user administration and group administration, allowing permission levels to be attributed to groups to which users can be added.
- 6.4.6 The site will easily embed audio, video, media and social-networking applications.

- 6.4.7 The site will have quick and easy access to add and update calendar listings.
- 6.4.8 The content publishers should be able to add and update menu items if assigned the appropriate permission level.
- 6.4.9 The content publishers will have the option to use pre-created page templates to assist in the formatting and development of new content.
- 6.4.10 The content publishers should have the ability to place widgets or content blocks on page templates that serve specific purposes and streamline the template building process.
- 6.4.11 Content added to the site, whether as a part of page content or additions to plug-in applications or modular elements, will feature delayed posting and automatic expiration abilities.
- 6.4.12 Notification of expiration of site content will be received by content owners through notifications available via an in-CMS action center, a dashboard administrative display and/or e-mail notifications.
- 6.4.13 All published content on the website will be automatically archived and retrievable at any time.
- 6.4.14 Designated administrators shall have round-the-clock access to live support via phone for emergencies.
- 6.4.15 Administrators should be able to define the workflow, assign the workflow to content groups and content types, and assign users to workflow rules. The system should support three or more approval levels.
- 6.4.16 The site will have CMS activity reporting detailing all changes and activity taking place on the website through content contributors and administrators, which can be filtered by start and end dates, times, by content type and by action taken, and exportable.
- 6.4.17 The site will have a separate history report detailing user login history, including the user type, the date and time of the attempted login, the IP address of the user and whether or not the login attempt was successful.
- 6.4.18 The site will have an administrative center for reviewing quality assurance, including detailing broken links on the website, including the referring page location so that links can be corrected.

TRAINING

- 6.5.1 The Vendor should provide access to support materials via their website such as online training manuals, support FAQs, customer support forums, instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and/or support-related updates through common social networking mediums.
- 6.5.2 Training will be provided to the Site Administrators and content editors before site go-live.

- 6.5.3 The Vendor will develop user manuals and guidelines specific to Douglas County's implementation.

ONGOING MAINTENANCE AND SUPPORT SERVICES

- 6.6.1 The Vendor's CMS, including all features and modular applications associated with the CMS, must have qualified and available support services available 24x7.
- 6.6.2 The Vendor shall provide access to live support available via e-mail or phone. The support team must be fluent in the functionality and uses of both the content management system's features and associated applications and modules.
- 6.6.3 In all submitted proposals, vendors will produce a Service Level Agreement that details guarantees of customer support as well as a service escalation processes.
- 6.6.4 In the event of any outage impacting the primary data center, the hosting solution must have a disaster recovery or backup data center where our website visitors will continue to be able to access our site. The Recovery Time Objective (RTO) should be 60 minutes or less and the data replication (Recovery Point Object or RPO) should be 15 minutes or less.
- 6.6.5 The Vendor will provide regular maintenance of the CMS to improve existing functionality and, when appropriate, take the County's requests into consideration.
- 6.6.6 The Vendor will provide rolling upgrades of the solution that strengthen and update the CMS's functionality and associated applications
- 6.6.7 The hosted solution will protect the website against Distributed Denial of Service (DDoS) and other cyberattacks, and should be able to detect and mitigate malicious traffic within seconds.
- 6.6.8 The hosting platform should have a guaranteed uptime of 99.9% and be backed by a Service Level Agreement (SLA).

OPTIONAL

The County is requesting Vendors provide insight and comment on the following options being considered as part of this Request for Proposal.

- 6.7.1 Does the Vendor have an Intranet solution? As an option, the County is looking for an Intranet that can be implemented and hosted on our servers behind our firewall for increased privacy and security of our internal data. The intranet solution should leverage the same type of content management system and allow us to share content easily with our public website without having to duplicate data. The intranet should contain the following: document storage, news, calendar, forms, staff directory and workflow. We understand that the intranet may include an additional setup and maintenance fee, and is not necessarily in the current scope.

- 6.7.2 Does the Vendor have the ability to integrate with the County's GIS mapping applications?
- 6.7.3 Does the Vendor's solution have Active Directory Integration for user authentication and single sign-on?
- 6.7.4 Does the Vendor offer a certain number of consulting hours as part of the base annual fee?
- 6.7.5 Can these consulting hours be used to help us keep our website fresh and engaging? For example, we may have some mini-projects such as creating or redesigning pages, refreshing images, etc.
- 6.7.6 Does the Vendor offer a free site refresh at the end of our contract? If so, what is included in the free re-design?
- 6.7.7 Does the Vendor offer any separate packages or services that will allow us to have different design themes or subsites for some of our main departments?
 - 6.7.7.1 Some differentiators would include department logo in header, unique color scheme and background, separate font style, custom page templates, custom wireframe, new custom widgets, separate navigation and menus, different header and footer configurations, standalone search and separate Google analytics.
- 6.7.8 Does the Vendor offer a solution that has the capability to deliver an extranet or password protected area of the website available only to those users approved to access secure content and sharing of files?
- 6.7.9 The County has several vendors and websites for processing payments. Does the Vendor offer integrated online payment functionality/portal where transaction information can be directly transmitted securely to a third-part vendor who would then process the credit card or e-check, and remit the funds into a specific bank account?
- 6.7.10 Does the Vendor have a component where registered users can log in, view and update their information, all from their dashboard?
 - 6.7.10.1 Can registered members be added through the CMS, imported from a spreadsheet and/or can users add themselves via the frontend user interface?
- 6.7.11 Does the Vendor have a Mobile App to allow users direct access to the Douglas County site so that users don't have to bookmark the URL or look up the site in search engines each time they need access.

PROJECT INITIATION

Responses must indicate the approximate length of time required after the contract award date, before the new Website can be implemented. Responses must also provide a sample time-phased project plan for initial implementation including tasks and responsible parties as part of its response.

INTEGRATION WITH OTHER SYSTEMS

Integration with back-end systems and existing databases and information systems is critical to the Website. Responses must indicate how the vendor would approach the problem of interfacing with existing back-end databases, systems and services currently provided on the site. Current integrations include:

- Acella
- Govolution
- NeoGov
- Peak Democracy
- Helion's Web Query
- MaxGalaxy
- New World Systems
- OpenGov
- Arc GIS

7 PROPOSAL REQUIREMENTS

The intent of this RFP is to enable Douglas County to evaluate the qualifications of each vendor as well as the vendor's design proposal and fee estimate to develop and implement a new County website.

A qualifying proposal should contain a written response that corresponds to each of the numbered items in this Article. If a vendor fails to respond to any of the numbered items below, this may cause the vendor to be disqualified. All responses provided should be as detailed as possible to provide the proposal evaluators with enough information to make a fair assessment of the Vendor's services. Please do not include videos.

INTRODUCTION

- 7.1.1 Company Overview and Summary
- 7.1.2 Company Profile
- 7.1.3 Company History
- 7.1.4 Contact Information
- 7.1.5 Office location(s) (Include business address)
- 7.1.6 Demonstrated company financial stability
- 7.1.7 Evidence that Vendor is qualified to conduct business in the State of Nevada

TEAM MEMBERS AND ROLES ASSIGNED

- 7.2.1 List all personnel to be assigned to this project – their title, role (e.g., project management, programming, and graphics)
- 7.2.2 Provide an organizational chart for the project team

GOVERNMENTAL WEBSITE DESIGN EXPERIENCE

- 7.3.1 Vendor's government clients: please list city or county name, briefly describe the services provided by the vendor, identify the dates upon which Vendor provided services, describe the project outcome and include the client's website URL
- 7.3.2 If no previous county government experience, please explain relevant government website experience (please list other government clients/URLs).
- 7.3.3 References: Vendor must provide a minimum three client references, including all contact information below.

Client Name

Client Contact Person

Phone and Fax

Client Address

Website Address

PROJECT DEVELOPMENT APPROACH

- 7.4.1 Provide an overview of how the Vendor will assist Douglas County to achieve the objectives of the project.
- 7.4.2 Provide a project timeline.
- 7.4.3 Outline all project phases and deliverables. The Outline should include a detailed description of all requirements for County staff involvement. The Outline should also describe all project phases and incorporate the required features and functions identified in Article 6, above.
- 7.4.4 Estimate timelines including testing, go-live and post support
- 7.4.5 Provide Suggestions on citizen involvement and feedback

PROJECT PRICING RANGE/COST FOR SERVICES OUTLINED

- 7.5.1 Provide detailed pricing for the services described in sections 7.4.1-7.4.5, above. In developing a fee structure, the vendor should satisfy itself that the fee structure incorporates vendor's costs and profit. Further, it is the Vendor's responsibility to ensure that the fee structure accounts for the requirements set forth in Articles 5, 6, and 7 of this Invitation.
- 7.5.2 Include and delineate multi-year purchase costs and/or subscription fees.
- 7.5.3 Include and delineate options for multi-year support and training.
- 7.5.4 Any additional relevant information such as pricing for future major enhancements to the CMS.

8 VENDOR SELECTION PROCESS

The selection process will involve the following phases:

Phase 1: Beginning on the Open Date, the Web Redesign Working Group will evaluate all vendor submittals to the RFP process. The initial review will determine conformance to submission requirements and whether responses meet the established minimum criteria. The County's review will include the vendor's submittal of RFP terms and completeness of the vendor submissions. The evaluation criteria will be based on the following criteria:

- Proposed fees
- Vendor's prior experience, capabilities and proven record of expertise in providing similar services
- The technical approach to the County's presented challenges
- The capacity and comprehensive nature of training during implementation, ongoing training /retraining
- Ability to meet requirements outlined

Phase 2: Web Redesign Working Group will check references given.

Phase 3: The Web Redesign Working Group will rate each of the Vendors based upon the submissions provided by the Vendor and the criteria assessed during Phases 1 and 2 of the Selection Process. Based upon this rating, the Web Redesign working Group intends to interview the top three Vendors on August 16, 2017.

At the option of the County, as part of the interview, Vendors may be required to demonstrate the functionality of their proposed system. The demonstration must be conducted with the products proposed and must be able to demonstrate the functionality as it would be implemented for Douglas County.

If the County elects to have a demonstration, the Vendor may be required to do so at Douglas County facilities. Failure to agree to the demonstration will disqualify the Vendor. Any costs for on-site or web/conference call demonstrations shall be solely the responsibility of the Vendor.

Individual presentation times will be assigned with seven days advance notice.

Phase 4: Based upon Vendor submissions, references and performance during the interview process, a winning Vendor will be selected. Douglas County and the winning Vendor will enter into negotiations to finalize a professional services agreement.

9 SUBMITTAL PROCESS

Respondents to the RFP must submit five (5) copies of their printed and bound proposal. Accompanied by one (1) copy of the completed Bid Submission Form. Proposals should be submitted in a sealed envelope within the shipping package. The package and proposal should be clearly marked as follows:

PROPOSAL FOR: WEBSITE RE-DESIGN AND CONTENT MANAGEMENT SYSTEM

ATTENTION: Melissa Blosser, Public Information Officer

Proposals must be submitted in accordance with the conditions outlined in this Request for Proposals (RFP). Sealed proposals must be received at:

Douglas County Manager's Office
P.O. Box 218
(1594 Esmeralda Ave)
Minden, NV 89423

by no later than **July 28, 4:00 PM PDT** ("Open Date") via mail or in-person. Late proposals will not be accepted, and will be returned unopened, regardless of postmark. Interested vendors are responsible for having any proposals deposited on time, at the place specified, and assume all risk of late delivery, including any shipping delays or handling by couriers or Douglas County employees.

Vendor proposals may be withdrawn at any time prior to the Open Date.

All inquiries and comments concerning this RFP must be in writing and directed to Melissa Blosser via e-mail: mblosser@douglasnv.us; or faxed to 775-782-6255.

If the County determines that it is appropriate to answer the written question, the County will publish the written question and answer on the website as an Addendum to the RFP. No other responses to questions or comments may be relied upon by the Vendor and will not bind the County.

Issued addenda will become a part of the RFP and, by extension, should be addressed appropriately in all proposals and added to the Douglas County Website.

All information submitted is subject to Nevada's Public Records Law (NRS Chapter 239) and may be made available to the public or to requestors once the Vendor Selection Process has been completed.

Douglas County reserves the right to reject any and all RFP's and to waive irregularities and informalities in the submittal and evaluation process. The County does not intend, and is under no obligation, to pay any costs incurred by any respondent to prepare and submit an RFP or to prepare and attend an interview. This solicitation does not obligate the County to accept or contract for any expressed or implied services. Furthermore, the County reserves the right to award the contract to the next most qualified Vendor if the selected Vendor is unable to negotiate or execute a contract within thirty (30) days after the award of the proposal.